

# THE FAMILY READINESS SYSTEM

## What is the Family Readiness System?

The Family Readiness System is the network of agencies, programs, services and individuals, and the collaboration among them, that promotes the readiness and quality of life of service members and their families. The concept of the Family Readiness System was introduced in 2012 in the reissuance of Department of Defense Instruction 1342.22, "Military Family Readiness." The Family Readiness System approach to service delivery means that service members, their families and survivors can reach out to an entire collaborating network of support through several key access points. In person, by phone and online, the Family Readiness System is available to every service member, family member and survivor, regardless of activation status or location.

## An integrated approach to social service

The Family Readiness System is based on the concept of an integrated service delivery model for social services, which allows military members, their families and survivors to access any combination of services they may need through a flexible, single point of entry into the system. Because today's military force is widely geographically dispersed, the Family Readiness System leverages technology to allow military families the same services regardless of their location.

The Family Readiness System facilitates collaboration between organizations (local, state, national and federal organizations, and military and veteran service organizations) and encourages a holistic approach to serving each family's needs. This avoids incomplete, uncoordinated or duplicated services for each family and results in a more streamlined and enhanced delivery of services and support.



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## How can my organization fully incorporate the Family Readiness System approach into our service delivery?

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- For the Family Readiness System vision to be fully realized, all organizations and collaborators who provide these services must view themselves as part of the overall system and engage in collaboration with the other agencies within the system.
- When a service member, family member or survivor enters the system through your organization, consider what other Family Readiness Services they may benefit from. Be prepared to make those referrals.
- Reach out to other Family Readiness System organizations and provide your referral information. You may see an increase in use of your services when service members, family members and survivors begin to be referred within the greater Family Readiness System.
- Stay current on the services and resources provided by other organizations within the Family Readiness System to ensure you make appropriate referrals and provide accurate information to service members, their families and survivors.
- Integrate Family Readiness System language into your communications. Speaking with one voice helps provide a continuum of support and improve awareness of the Family Readiness System for all leaders, service providers, and service members, their families and survivors.
- Where appropriate, update your internal policies to reflect your status as part of the Family Readiness System.

